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Conducting Closings in a COVID-19 World

meetings.alta.org/advocacy





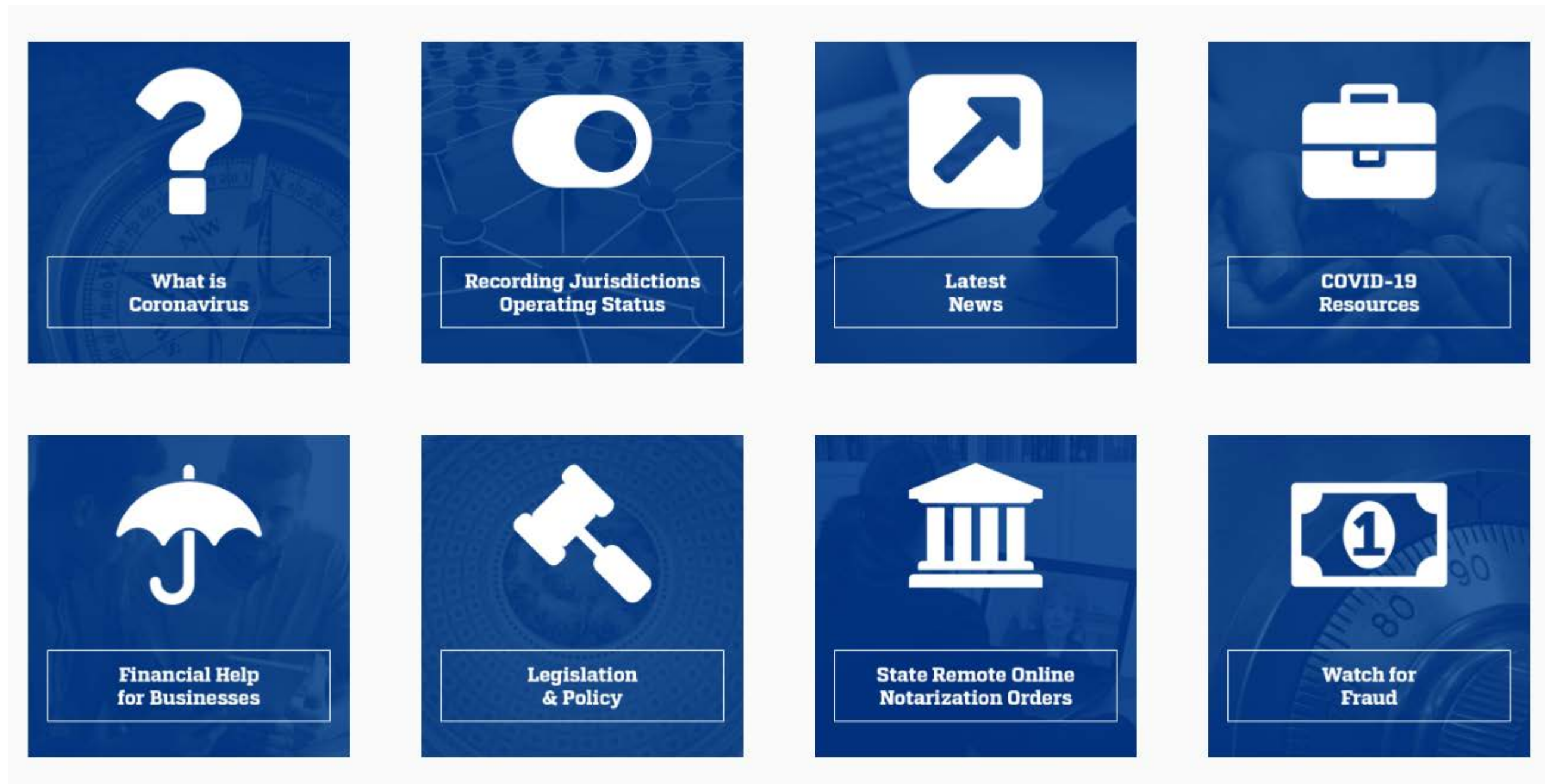
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TODAY'S FEATURED
SPONSOR



OLD REPUBLIC TITLE

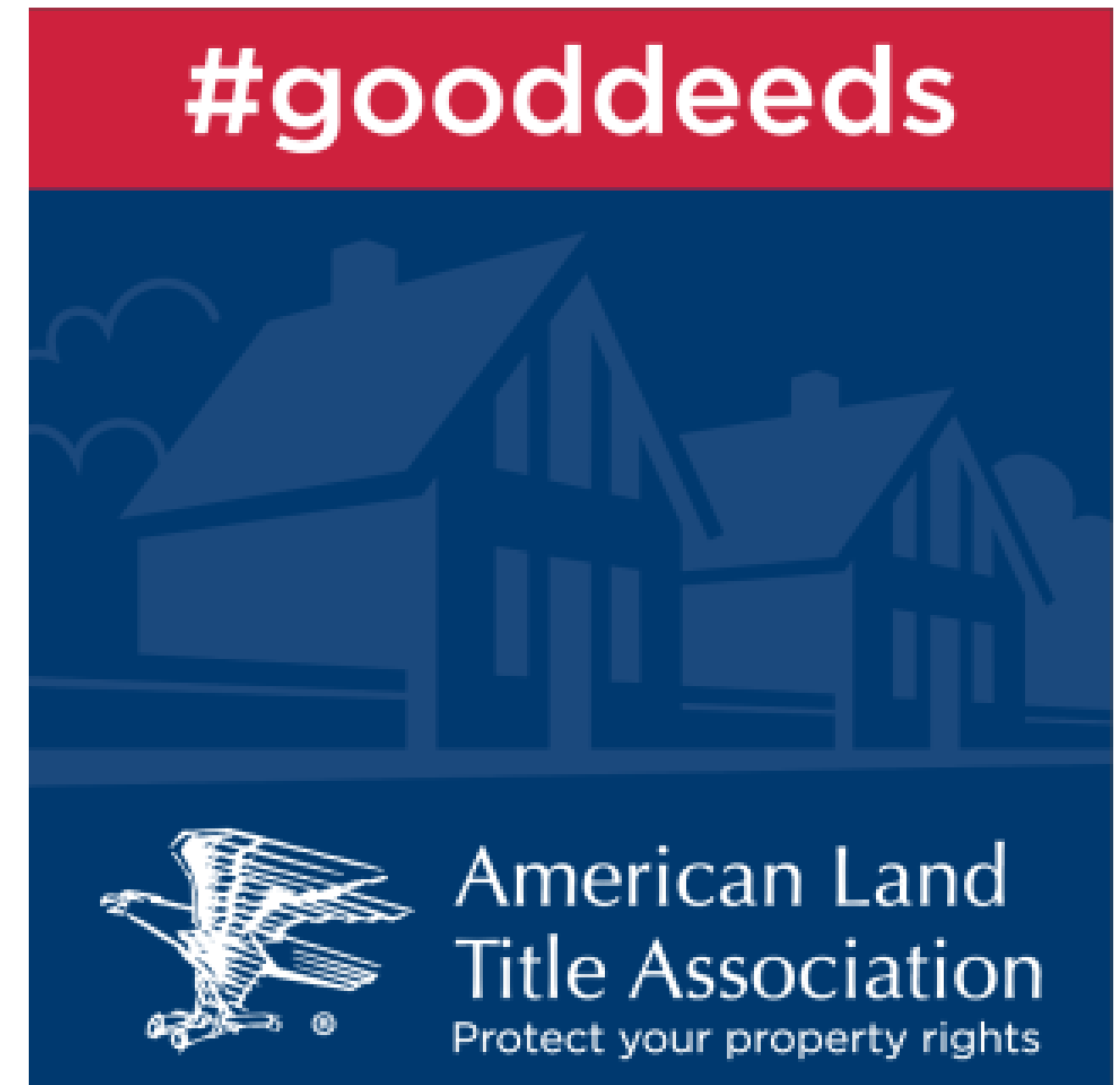
ALTA COVID Resources Center



www.alta.org/coronavirus

Share Your #GoodDeeds

- **Three Ways to Share With Us**
 - Share your story on Facebook or Instagram, use **#GoodDeeds** and tag ALTA.
 - Email your story at **communications@alta.org**.
 - Post your story in the comments section on our blog at **blog.alta.org**.



Today's Speakers

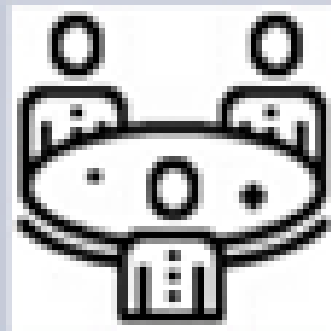
Panelists:

- Maureen Pfaff WTP, NTP | President and CEO | Olympic Peninsula Title
- Randy Gilbert | Chief Happiness Officer | Florida's Title Insurance Co.
- Tyler Newlon | Digital Closing Implementation Specialist | Pioneer Title Agency
- Steve Gottheim | Senior Counsel | American Land Title Association

Moderator:

- Cynthia Durham Blair NTP | Founding Member | Blair Cato Pickren Casterline

CLOSING OPTIONS



In-Person

with accommodations
for social distancing



Curbside

You can remain
in your car during
the closing



Remotely

Via the internet
with a webcam



OPT is committed to ensuring your safety and providing you with the best possible service during this difficult time. For your closing experience, we will offer remote closing solutions whenever possible for the safety and convenience of our customers. Please contact your closing representative for more information and assistance, as not all options are available in all transactions.

CLOSING OPTIONS



In-Person

with accommodations
for social distancing



Curbside

You can remain
in your car during
the closing



Remotely

Via the internet
with a webcam

If you choose to close in our offices, here's what you can expect of us and what we ask of you:

- If you don't feel well prior to your closing, please contact us to consider other options.
- Only those people signing documents will attend the signing in person.
- Everyone will sanitize their hands prior to entering the closing room.
- If you do have to cough or sneeze, please cover your mouth and nose with a tissue.
- Following the closing, our staff will be wiping down all touched hard surfaces.

www.olypentitle.com

In Person





STREET SALES & MARKETING EXPERT

Hi, I'm [Name], a street sales & marketing expert. I help businesses increase their sales by using the power of the street.

Services:

- Street Sales Training
- Marketing Strategy
- Product Demonstration
- Customer Engagement

Call today to schedule your free consultation. We'll help you grow your business.

Curbside

Pioneer Title Agency

HOW TO PREPARE FOR YOUR

DRIVE UP CLOSING



To protect our team, families, customers, and communities we are now offering drive up closings!

How to prepare for your closing:

1. Show up to your scheduled appointment and remain in your car. You will be greeted by a PTA team member or notary.
2. Present your ID.
3. We will present your documents to sign along with a new pen for you to keep.
4. Sign the documents while remaining in your car.
5. Signed copies will be emailed to you.

THANK YOU! We appreciate you and your service during this time!

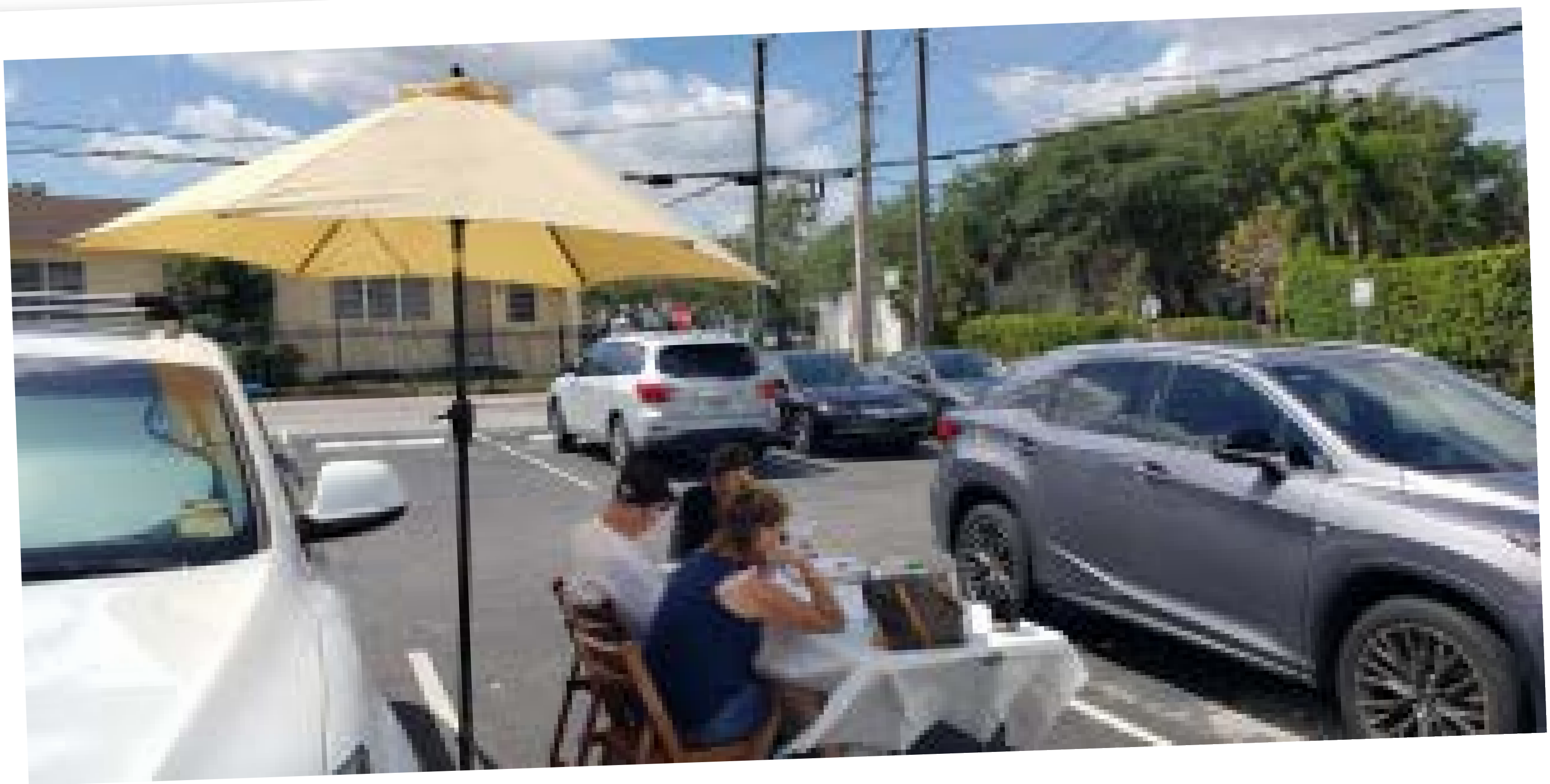


WE ARE ALL IN THIS TOGETHER.

We appreciate each of you helping us keep our team, families, customers and communities healthy.

Be kind to those around you, wash your hands and practice social distancing.





Remotely

Pioneer Title Agency **RON**

remote online notarization
RON is in Arizona!

We have on staff Arizona
Remote Online Notaries
available for to close
your deals!

I am signing
my closing
documents
while I eat this
steak.

What are
you
doing?

Is it
magic?!

No, it's...
RON!



The Verbiage – According to Fannie and Freddie

- Remote Online Notarization
 - Remote Appearance before Notary
 - Digital Document
 - Digital Signature
 - Digital Notary Seal
- In Person Electronic Notary (IPEN)
 - In person Appearance before Notary
 - Digital Document
 - Digital Signature
 - Digital Notary Seal
- Remote Ink Signed/Emergency Video Notarization
 - Remote Appearance Before Notary
 - Paper Document
 - Wet Ink Signature
 - Embossed notary seal
- Traditional
 - In person Appearance before Notary
 - Paper Document
 - Wet Ink Signature
 - Embossed notary seal



Key Questions to Think About?

- Platform
 - Make sure signer has reasonable internet speed
- Will you be the notary or will the platform provide one?
- Document tagging?
- Licensure and insurance
 - Check your E and O coverage!

Your Order is ready to close!

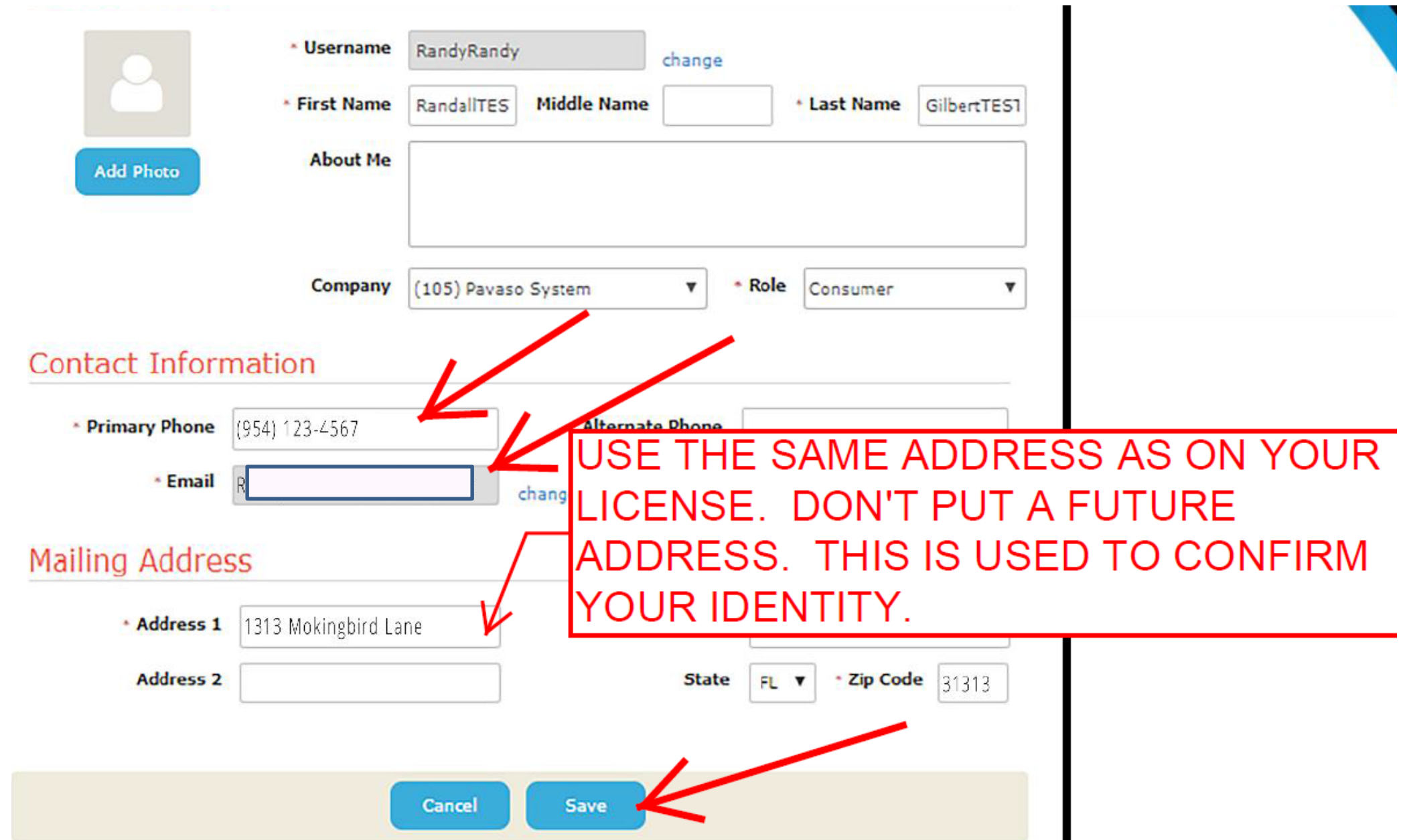
Dear RandallTEST,

Your Order has been prepped, reviewed, and is ready to close!

- Order Number: 12345
- Property Address: 1313 Mocking Bird Lane, Hollywood, FL 13131
- Closing Date: 03/27/2020 05:00:00 PM EST

[Login Here](#)

Important Note for the Consumers/Signers: Please remember your password and 6-Digit PIN, as you may need them if further action is required for your order.



The image shows a user profile form with several fields. Red arrows point to the 'Primary Phone', 'Email', 'Address 1', and 'Save' buttons. A red box highlights the 'Email' and 'Address 1' fields with the text: 'USE THE SAME ADDRESS AS ON YOUR LICENSE. DON'T PUT A FUTURE ADDRESS. THIS IS USED TO CONFIRM YOUR IDENTITY.'

User Profile Form:

- Username:** RandyRandy (change)
- First Name:** RandallTES, **Middle Name:** , **Last Name:** GilbertTES1
- About Me:**
- Company:** (105) Pavaso System, **Role:** Consumer
- Contact Information:**
 - Primary Phone:** (954) 123-4567
 - Alternate Phone:**
 - Email:** R (change)
- Mailing Address:**
 - Address 1:** 1313 Mokingbird Lane
 - Address 2:**
 - State:** FL, **Zip Code:** 31313
- Buttons:** Cancel, Save

Perform System Test



Video from your camera

Browser

- ✓ Browser is supported.
- ✓ Video conference plugin is supported.

Camera

HP Wide Vision HD (1bcf:2c83)

Can you see yourself in the video?

Yes

Microphone

Microphone Array (Conexant ISST Audio)



Does the blue bar above move when you speak?

Yes

Speaker

Speakers (EPSON Projector ENP Audio Device)

▶ [Play test sound](#)

Do you hear the test sound when you play it?

Yes

Cancel

Done

Your Remote Online Closing - ID Validation



Randy Gilbert (You)

Please make sure you have sufficient lighting and can see yourself clearly on the video. Your closing agent is required to visibly see you.

Note: Each participant using this device must validate their identification.

Buyer - Randy Gilbert

To verify your identity, please select one of the following forms of government-issued photo identification.

- State Driver's License
- State Driver's License
- State Identification Card
- Passport

Message to everyone

Enter message here

SELECT YOUR
FORM OF ID

State Driver's License

Validate By Smartphone

Click on Link to
sent to your Cell.

Your ID Validation link:
[https://
portalsandbox.pavaso.com/
DigitalClose/validate?
c=9f9a7e75-307d-45b8-
9f7b-a7d00720c239](https://portalsandbox.pavaso.com/DigitalClose/validate?c=9f9a7e75-307d-45b8-9f7b-a7d00720c239)

portal.pavaso.com

ID Validation

State Driver's License

Front

Back

Questions?



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Next Webinar:

May 12, 2020 @ 1:00 p.m. ET

ALTA CEO Diane Tomb
& FHFA Director Mark Calabria

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